

Just the Facts...

Worker Safety and Security Workplace Violence Serious Incident Reporting, Emergency Response, Follow-Up, Investigation, & Record Keeping

Despite efforts to prevent violence from occurring in the work place, the possibility cannot be totally eliminated. Therefore, Commanders must ensure that procedures are in place to respond to serious incidents in an organized and coordinated manner to prevent further injury, damage, and even death.

Incident Reporting

The Violence Prevention Program should include written, easily understood reporting procedures. These procedures should apply to all types of violence incidents, not just those incidents that involve physical injury. Also, reporting procedures should include provisions for protecting worker privacy. A Sample Serious Incident Report Form is provided on the back of this sheet.

Emergency Response

Serious violence incidents should be immediately reported to a security, law enforcement, or other designated individual(s). In addition, emergency response should include:

- ◆ securing the area(s)
- ◆ ensuring the physical safety of workers/others in the area
- ◆ assessing/resolving the situation
- ◆ providing incident debriefing to victims, witnesses, and other affected individuals
- ◆ ensuring no work area is left short-staffed while providing assistance

Follow-up

The Violence Prevention Program should include provisions for immediately responding to the medical and psychological needs of affected workers following a serious violence incident. Use of support programs, like the Employee Assistance Program, crisis counseling, and stress debriefing should be encouraged.

Investigation

All serious incidents should be investigated as soon as possible after occurrence. The investigation should focus on facts, such as:

- ◆ who, what, when, where, and how the incident occurred
- ◆ contributing causes
- ◆ need for possible changes in policies, work practices, engineering controls
- ◆ need for additional follow-up

Record Keeping

The Occupational Safety and Health Administration (OSHA) requires entry on the Injury and Illness Log (OSHA 200 Log) injuries that:

- ◆ require more than first aid
- ◆ involve a loss of consciousness
- ◆ require modified duty
- ◆ result in lost time from work

Fatalities or the hospitalization of three or more workers must be orally reported to OSHA within 8 hours.

Sample Incident Report Form

Victim's name: _____ Job Title: _____

Department/Section: _____ Work phone number: _____

Incident date: _____ Incident time: _____

Work location where incident occurred: _____

Type of incident: (circle one) Assault; Robbery; Harassment; Disorderly Conduct; Sex Offense;

Other (please specify): _____

Was the victim injured: (circle one) Yes No If Yes, specify injuries: _____

Lost work days: (circle one) Yes No If Yes, number of days: _____

Names of individual(s) who responded to the incident: _____

Supervisor notified: (circle one) Yes No Supervisors name: _____

Assailant (circle one): Intruder; Customer/Client/Patient; Coworker; Former Employee; Supervisor;

Family/Friend; Visitor; Student; Other (please specify): _____

Name/address of assailant (if known): _____

Description of the incident: _____

Was a weapon involved: (circle one) Yes No If Yes, specify weapon: _____

Actions taken: _____

References:

- ◆ Felton, Jean Spencer, MD. "Violence Prevention at the Health Care Site." *Occupational Medicine: State of the Art Reviews*. Vol. 12, No. 4 (1997): 701-715
- ◆ Long Island Coalition for Workplace Violence Awareness & Prevention. "Workplace Violence Awareness & Prevention." Online Posting. U.S. Department of Labor. 5 January 1999. http://www.osha-slc.gov/workplace_violence/wrkplaceviolence.intro.htm. Available.
- ◆ Roll, Fred G., "Violence in Healthcare," *American Society of Healthcare Engineering*, July 1997, pages 185-234.
- ◆ U.S. Department of Health and Human Services. National Institute for Occupational Safety and Health (NIOSH) Current Intelligence Bulletin 57, Violence in the Workplace, Risk Factors and Prevention Strategies. Washington D.C. NIOSH, June 1996.
- ◆ U.S. Department of Labor. Occupational Safety and Health Administration. Guidelines for Preventing Workplace Violence for Health Care and Social Service Workers, OSHA 3148-1996. Washington D.C. OSHA, March 1996.
- ◆ U.S. Office of Personnel Management. "Dealing with Workplace Violence: A Guide for Agency Planners." Online posting. United States Office of Personnel Management. 5 January 1999. <http://222.opm.gov/workplac/index.htm#intro>. Available.
- ◆ U.S. Medical Command. Memorandum Subject: Violence in the Workplace Policy. Headquarters U.S. Army Medical Command, Fort Sam Houston, Texas. 30 April 1996.